



PA Training – Appeal Board Claim Process

Here is a general overview of how claims are handled when submitted to Dept of Management – State Appeal Board. See website http://www.dom.state.ia.us/appeals/general_claims.html or contact Joseph Barry at DOM for specific questions on the process. Note that general claims are filed for all kinds of reasons: for outdated warrants, missed wages, various types of refunds, outdated /unpaid bills for services or merchandise, etc. Note that the process may vary for each type of claim.

Long Appeal Board Process

1. Claims are required to be submitted to the State Appeal Board (SAB) via the State Appeal Board Claim Form and Affidavit - one original claim form and one copy of all supporting documentation is required.
2. Claims are then date-stamped, numbered, entered on a computer database, and a general claim report generated.
3. Claim form, documentation and general claim report are then forwarded to the agency for validation and instructions on how to proceed.
4. Agency makes a recommendation to approve, deny or dismiss the claim. Agency forwards the original claim, agency recommendation letter and documentation to DAS – HRE.
5. DAS-HRE reviews the claim calculations, and makes a recommendation to approve, deny or dismiss the claim. DAS-HRE forwards the original claim, agency recommendation letter and documentation to DAS-SAE.
6. DAS-SAE reviews the claim calculations, and makes its recommendations to approve, deny or dismiss the claim. DAS-SAE forwards the original claim and all documentation to the AG's Office.
7. AG's office reviews and makes a recommendation on each claim for payment, denial or dismissal.
8. Recommendations are presented to the SAB members at their monthly meeting.
9. Claim is either approved, denied or dismissed by the SAB.
10. If claim is approved by SAB, then SAB will send an approval letter to the agency. Applicable funds will be transferred from SAB to home agency, usually via a JV1 document on the Accounting system. Note that SAB funds transferred to the agency may include an additional amount in excess of the claim amount, to cover State shares incurred for FICA and Retirement.
11. Agency will make arrangements to pay the approved claim amount to the claimant after SAB funds are received. The claim payment process will typically be made either through Payroll processing, Insurance Refund processing, or Daily processing. Contact DAS-SAE if you are unsure on how the claimant should be paid. If payment is to be made through Payroll processing, DO NOT pay the claimant the State shares for FICA and Retirement...those funds from the SAB are meant to offset the agency cost that is incurred during payroll processing.
12. If payment to claimant is to be made through Payroll processing, then usually a P1 document is keyed and approved by your agency to make payment to the claimant. DAS-HRE and DAS-SAE must receive copies of the SAB approval letter, so that the P1 can be approved and COMP and PAYL levels. Contact DAS-SAE if you have questions on keying the wages to be paid P1 document.
13. If the claim is denied, there are steps for recourse. Contact Dept of Mgmt for more information.